



Monthly Status Report
Current through January 31, 2016

Combined Ridership Statistics:

Average Daily Boardings:	<u>November 295;December 278;January 292</u>
Trips per month (total service):	<u>November 5,612;December 6,117;January 5,839</u>
Daily High:	<u>November 9 (342);December 16 (353);January 6 (350)</u>
Daily Low:	<u>November 25 (185);December 24 (79);January 18 (178)</u>
Heaviest Volume Hours:	<u>Piedmont-Lenox 7:30am-8:29am</u> <u>Lenox Park 4:30pm-5:30pm</u>
Lowest Volume Hours:	<u>Piedmont-Lenox 3:30pm-4:29pm</u> <u>Lenox Park 10:30am-11:30am</u>
Highest Volume Stops:	<u>Piedmont-Lenox = Buckhead MARTA Pedestrian Bridge</u> <u>Lenox Park = Atlanta Plaza/Resurgens Plaza/Lenox MARTA</u>
Lowest Volume Stops:	<u>Piedmont-Lenox = Securities Center</u> <u>Lenox Park = Lenox Square Food Court</u>

Key observations: Working to coordinate shuttle schedules with MARTA train arrivals to minimize wait times and blocking traffic in Tower Place.

We received 5 (five) inquiries to the hotline in December and 4 (four) inquiries in January.

- 12/2/2015 Is the shuttle still picking up at the Lenox Food court?
- 12/7/2015 Where do I catch the shuttle at Buckhead MARTA station?
- 12/7/2015 How do I get to the shuttle to Securities Center from the 5 Points MARTA station?
- 12/14/2015 I've been waiting at the 2180 building for 20 minutes
- 12/22/2015 Will the shuttle be coming back to the MARTA pedestrian bridge?
- 1/12/2016 Can I take the buc from the Lenox MARTA station to the Buckhead MARTA station?
- 1/15/2016 Is the Lenox Park shuttle running today?
- 1/16/2016 Is there a scheduled time for the Lenox Park pickups?
- 1/16/2016 Where can I catch the shuttle to go to Piedmont Center?



Monthly Status Report
Current through April 8, 2016

Combined Ridership Statistics:

Average Daily Boardings:	<u>February 277;March 296;April 258</u>
Trips per month (total service):	<u>February 5,823;March 6,216;April 1,548</u>
Daily High:	<u>February 3 (327);March 7 (321);April 7 (264)</u>
Daily Low:	<u>February 15 (216);March 29 (211);April 4 and 5 (253)</u>
Heaviest Volume Hours:	<u>Piedmont-Lenox 7:30am-8:29am</u> <u>Lenox Park 4:30pm-5:30pm</u>
Lowest Volume Hours:	<u>Piedmont-Lenox 6:30pm-7:14pm</u> <u>Lenox Park 12:30pm-1:30pm</u>
Highest Volume Stops:	<u>Piedmont-Lenox = Buckhead MARTA Pedestrian Bridge</u> <u>Lenox Park = Atlanta Plaza/Resurgens Plaza/Lenox MARTA</u>
Lowest Volume Stops:	<u>Piedmont-Lenox = Securities Center</u> <u>Lenox Park = Lenox Square Food Court</u>

Key observations: Working to coordinate shuttle schedules with MARTA train arrivals to minimize wait times and blocking traffic in Tower Place.

We received 2 (two) inquiries to the hotline in February and 3 (three) inquiries in March.

- 2/5/2016 I've been waiting at AT&T building 1025 over 20 minutes for the shuttle
- 2/9/2016 Does the shuttle go to Lenox Square?
- 3/7/2016 When is the next shuttle from stop 1 to Phipps Plaza?
- 3/11/2016 Where can I catch the shuttle and does it still go to Phipps Plaza?
- 3/30/2016 The Lenox Park shuttle isn't making a complete stop at the Lenox MARTA station.



Monthly Status Report
Current through May 20, 2016

Combined Ridership Statistics:

Average Daily Boardings:	<u>March 272;April 270;May 289</u>
Trips per month (total service):	<u>March 6,255;April 5,673;May 4,330</u>
Daily High:	<u>March 7 (321);April 20 (308);May 20 (315)</u>
Daily Low:	<u>March 29 (211);April 4 and 5 (253);May 2 (255)</u>
Heaviest Volume Hours:	<u>Piedmont-Lenox 7:30am-8:29am</u> <u>Lenox Park 4:30pm-5:30pm</u>
Lowest Volume Hours:	<u>Piedmont-Lenox 6:30pm-7:14pm</u> <u>Lenox Park 12:30pm-1:30pm</u>
Highest Volume Stops:	<u>Piedmont-Lenox = Buckhead MARTA Pedestrian Bridge</u> <u>Lenox Park = Atlanta Plaza/Resurgens Plaza/Lenox MARTA</u>
Lowest Volume Stops:	<u>Piedmont-Lenox = Securities Center</u> <u>Lenox Park = Lenox Square Food Court</u>

Key observations: Working to coordinate shuttle schedules with MARTA train arrivals to minimize wait times and blocking traffic in Tower Place.

We received 3 (three) inquiries to the hotline in March and 3 (three) inquiries in April.

- 3/7/2016 When is the next shuttle from stop 1 to Phipps Plaza?
- 3/11/2016 Where can I catch the shuttle and does it still go to Phipps Plaza?
- 3/30/2016 The Lenox Park shuttle isn't making a complete stop at the Lenox MARTA station.
- 4/7/2016 I've been waiting on the Lenox Park shuttle for 45 minutes
- 4/20/2016 How can I get from the Buckhead MARTA station to Piedmont Center?
- 4/25/2016 Where does the buc pickup at the Lenox MARTA station?



Monthly Status Report
Current through June 17, 2016

Combined Ridership Statistics:

Average Daily Boardings: April 270; May 284; June 314
Trips per month (total service): April 5,673; May 5,973; June 4,078

Daily High: April 20 (308); May 31 (322); June 7 (333)
Daily Low: April 4 and 5 (253); May 27 (236); June 8 (283)

Heaviest Volume Hours: Piedmont-Lenox 7:30am-8:29am
Lenox Park 4:30pm-5:30pm

Lowest Volume Hours: Piedmont-Lenox 6:30pm-7:14pm
Lenox Park 12:30pm-1:30pm

Highest Volume Stops: Piedmont-Lenox = Buckhead MARTA Pedestrian Bridge
Lenox Park = Atlanta Plaza/Resurgens Plaza/Lenox MARTA

Lowest Volume Stops: Piedmont-Lenox = Securities Center
Lenox Park = Lenox Square Food Court

Key observations: Working to coordinate shuttle schedules with MARTA train arrivals to minimize wait times and blocking traffic in Tower Place.

We received 2 (two) inquiries to the hotline in May.

5/15/2016 Where is the Lenox Park shuttle?

5/25/2016 Where do I get the Piedmont Lenox line at the Buckhead MARTA station?



Monthly Status Report
Current through August 12, 2016

Combined Ridership Statistics:

Average Daily Boardings:	<u>June 318; July 284; August 301</u>
Trips per month (total service):	<u>June 6,677; July 5,980; August 3,002</u>
Daily High:	<u>June 7 (333); July 18 (362); August 1 (331)</u>
Daily Low:	<u>June 8 (283); July 8 (233); August 4 (260)</u>
Heaviest Volume Hours:	<u>Piedmont-Lenox 7:30am-8:29am</u> <u>Lenox Park 4:30pm-5:30pm</u>
Lowest Volume Hours:	<u>Piedmont-Lenox 3:30pm-4:29pm</u> <u>Lenox Park 7:30pm-8:00pm</u>
Highest Volume Stops:	<u>Piedmont-Lenox = Buckhead MARTA Pedestrian Bridge</u> <u>Lenox Park = Atlanta Plaza/Resurgens Plaza/Lenox MARTA</u>
Lowest Volume Stops:	<u>Piedmont-Lenox = Securities Center</u> <u>Lenox Park = Lenox Square Food Court</u>

Key observations: Working to coordinate shuttle schedules with MARTA train arrivals to minimize wait times and blocking traffic in Tower Place.

We received 9 (nine) inquiries to the hotline in June.

- 6/8/2016 What time is the last pickup at Piedmont Center 14?
- 6/13/2016 Where do I catch the buc to go to 950 E Paces Ferry Road from the Lenox MARTA station
- 6/14/2016 The Piedmont Lenox buc did not stop at stop #1 at 9:18am.
- 6/14/2016 The Piedmont Lenox buc did not stop at stop #5 at 9:30am
- 6/15/2016 Where do I catch the buc to go to AT&T from the Lenox MARTA station?
- 6/15/2016 What time is the last pickup at the Buckhead MARTA bridge?
- 6/16/2016 How can I get to Piedmont Center from the Lenox MARTA station?
- 6/22/2016 Does the shuttle service Pharr Road?
- 6/29/2016 Does the shuttle pick up at Phipps Plaza?

We received 3 (three) inquiries to the hotline in July.

- 7/12/2016 Where does the buc pick up at the AT&T buildings?
- 7/22/2016 Can I take the buc to Pharr Road?
- 7/27/2016 Where does the buc pick up at the Buckhead MARTA station?



Monthly Status Report
Current through September 23, 2016

Combined Ridership Statistics:

Average Daily Boardings:	<u>July 284; August 327; September 313</u>
Trips per month (total service):	<u>July 5,980; August 7,531; September 4,972</u>
Daily High:	<u>June 7 (333); July 18 (362); August 1 (331)</u>
Daily Low:	<u>June 8 (283); July 8 (233); August 4 (260)</u>
Heaviest Volume Hours:	<u>Piedmont-Lenox 7:30am-8:29am</u> <u>Lenox Park 4:30pm-5:30pm</u>
Lowest Volume Hours:	<u>Piedmont-Lenox 6:30pm-7:14pm</u> <u>Lenox Park 12:30pm-1:30pm</u>
Highest Volume Stops:	<u>Piedmont-Lenox = Buckhead MARTA Pedestrian Bridge</u> <u>Lenox Park = Atlanta Plaza/Resurgens Plaza/Lenox MARTA</u>
Lowest Volume Stops:	<u>Piedmont-Lenox = Piedmont Center 5-8</u> <u>Lenox Park = Lenox Square Food Court</u>

Key observations: Working to coordinate shuttle schedules with MARTA train arrivals to minimize wait times and blocking traffic in Tower Place.

We received 3 (three) inquiries to the hotline in August.

- 8/2/2016 What is the cost of the shuttle and where can I catch it at Piedmont Center?
- 8/2/2016 Where is stop 5 located?
- 8/17/2016 Can I catch the Piedmont Lenox shuttle on Peachtree now?



Monthly Status Report
Current through November 30, 2016

Combined Ridership Statistics:

Average Daily Boardings:	<u>September 337;October 355;November 296</u>
Trips per month (total service):	<u>September 6,742;October 7,091;November 5,918</u>
Daily High:	<u>September 19 (393);October 12 (423);November 7 (336)</u>
Daily Low:	<u>September 9 (213); October 14 and 28 (289); November 23 (184)</u>
Heaviest Volume Hours:	<u>Piedmont-Lenox 7:30am-8:29am</u> <u>Lenox Park 4:30pm-5:30pm</u>
Lowest Volume Hours:	<u>Piedmont-Lenox 6:30pm-7:14pm</u> <u>Lenox Park 12:30pm-1:30pm</u>
Highest Volume Stops:	<u>Piedmont-Lenox = Buckhead MARTA Pedestrian Bridge</u> <u>Lenox Park = Atlanta Plaza/Resurgens Plaza/Lenox MARTA</u>
Lowest Volume Stops:	<u>Piedmont-Lenox = Securities Center</u> <u>Lenox Park = Lenox Square Food Court</u>

Key observations: Working to coordinate shuttle schedules with MARTA train arrivals to minimize wait times and blocking traffic in Tower Place.

We received 3 (three) inquiries to the hotline in September, 2 (two) inquiries in October and 2 (two) inquiries in November.

- 9/6/2016 The website is down and I need to know where the buc stops at AT&T bldg 2180.
- 9/28/2016 Can I take the shuttle to Piedmont Center?
- 9/29/2016 Where can I catch the shuttle from Piedmont Center Building 14?
- 10/5/2016 Where can I catch the buc to go to Novelis?
- 10/7/2016 Where can I catch the buc in Lenox Park?
- 11/10/2016 Is the Lenox Park Line shuttle running?
- 11/30/2016 Is the Lenox Park Line shuttle running due to the weather?